



## JOB DESCRIPTION

<b>JOB TITLE</b>	Business Operations Analyst
<b>DEPARTMENT / PROGRAM AREA</b>	Corporate Services
<b>REPORTING TO</b>	Manager of Finance
<b>EFFECTIVE DATE</b>	October 2016
<b>SALARY</b>	Band 4

### GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Working under minimal supervision, this position contributes to the DNSSAB's success as well as that of our subsidiary, NDHC, by working collaboratively and creating and implementing operational excellence (OE) practice while driving a culture of continuous improvement through transitioning and transforming business processes with a focus on efficiency, simplicity, and consistent excellent customer service.

The position will work closely with the senior leadership teams of DNSSAB and NDHC to develop and implement a framework through which business operational challenges will be reviewed, and initiatives prioritized to address the challenges in a systematic way.

Help to identify and develop the key performance indicators (KPI)'s relevant to each organization, and own the process of tracking and managing Corporate-level metrics and outcomes that show how the organization is tracking against its objectives that include enhanced quality and improved client/customer experience.

Model the corporate goals and values of operational excellence and provide guidance to the departments to further the understanding into the interdependencies of end to end process management.

Operate in a player coach role by hands on re-engineering of processes and systems, while ensuring the work environment is respectful, challenging, rewarding and employees are maximized to their full potential while contributing to the achievement of the organization's goals.

Generally this position will provide support to the Director on a range of administrative functions including purchasing, facilities, information technology, and security.

<b>KEY ACTIVITIES</b> [Name and list under each the key activities of the position and percentage estimate of time for each section.]	
1. Lead the execution of process improvement, process re-engineering and new process design efforts ensuring alignment to the Business Transformation strategy and operational goals;	
2. Build the organizational capacity through the delivery of LEAN tools and training;	
3. Build effective and cooperative relationships with key department employees and leverage Organizational Change Management to identify, prioritize and execute on key process improvement opportunities;	
4. Collaborate with operations, data and technology groups to determine the root cause of issues facing the organization and its operations and devise appropriate solutions to existing and expected challenges;	
5. Develop and implement an overall framework through which we measure organization success on a quarterly and annual basis;	
6. Assist with developing a culture based on management by objectives, and accountability based on key performance indicators (KPI's), aligned with our strategic plan;	
7. Develop and implement decision framework for the senior leadership team to understand and review operation and organization challenges, and prioritize initiatives to address these challenges;	
8. Provide ongoing support for process improvement initiatives and projects to ensure success in making improvements that are sustainable and effective;	
9. Develop and prepare materials to be used in process improvement activities and events as well as lead instruction on the use of LEAN process development tools;	
10. Ensure finance and administration policies and procedures are accurately followed, as well as adherence to all ministry financial regulations and requirements;	
11. Contribute to and manage the forecast budget as assigned;	
12. Guide other departments by researching and interpreting accounting policy; applying observations and recommendations to operational issues;	
13. Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations, and ensuring accounting designation remain up to date;	
14. Develop business cases where directed that support the strategic plan of the corporation.	
<b>As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.</b>	

## QUALIFICATIONS

- Post-secondary diploma in Business Administration Engineering, or Management Information Systems (MIS) preferred;
- Three (3) years progressive experience in leading projects, teams and/or initiatives in a technically and/or operationally complex organization.
- Successful leadership in executing continuous improvement LEAN efforts enabling efficiency, quality and tangible financial and customer benefits
- Hands on experience with Value stream management tools, SIPOCs, developing Project Charters, Kaizen methods, leading huddles, and LEAN analytic tools;
- Demonstrated experience to leverage and interface effectively with Change management and Project management practices.
- Strong ability to influence others at many levels within the organization by building trust and strong working relationships.
- Excellent verbal and written communication skills to influence motivate and provide direction across all business lines.
- Excellent time management skills;
- Excellent facilitation skills to deliver persuasive messages across all departments;
- Tenacity and energy in leading change in the pursuit of quality and business improvement.
- Strong analytical skills and process focus.
- Experience in Finance and Accounting considered an asset.
- Advanced knowledge and use of Excel, Word, Outlook, and process mapping software;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- LEAN certification is an asset;
- Ability to work with team members to write business cases that support strategic objectives of the corporation;
- A valid Ontario driver's license and a vehicle available for use on the job;
- The ability to communicate in French as well as English is an asset.

## STATEMENT OF MANAGEMENT DUTIES AND RESPONSIBILITIES IN DNSSAB

All management is responsible and accountable for:

- Commitment to the achievement of Quality Services and Healthy Workplace through DNSSAB's Strategic Plan and Direction;
- Planning through participation and input into strategic planning, developing operating and financial plans, monitoring plan progress, reporting on plan results and evaluating the effectiveness of planning activities;
- Effective and efficient management of financial and human resources;
- Developing and organizing work processes, assigning work to staff, monitoring progress on outputs and quality, identifying process and workflow issues and developing solutions to these problems to achieve efficient, effective and quality services;
- Developing and implementing appropriate measurements for plans and workload productivity, analyzing and reporting on measures;
- Managing, Supervising Human Resources through recruitment and selection of staff, orientation, training, performance management, monitoring compliance with organization policies and standards, administration of Collective Agreement including grievance investigation and resolution;
- Internal and External Communication through written correspondence, reports and through oral presentations and meetings with staff and community;
- Maintain awareness of external and operational trends to identify impacts on DNSSAB mandates and programs.
- Effectively manage and safeguard Board assets both tangible and intangible;
- Be committed to the highest standards of ethics and business conduct;
- Promote and protect the good reputation of the organization.

## **COMPENSABLE FACTORS**

### **COMPLEXITY / JUDGMENT**

[The decision-making aspects of the position, the variety and relative difficulty of the material or information upon which decisions are based and the use of knowledge and experience in making the decisions.]

Employee works generally towards assigned objectives, instructions and policies.

### **EDUCATION AND SPECIFIC TRAINING**

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities / today's levels and standards are utilized – Education and Work Experience are rated together.]

University degree.

### **EXPERIENCE**

[The length of time required to learn, under instruction or guidance is measured along with the essential techniques and skills the job calls for / work experience is gained on the job under consideration, on prior jobs where the same or more elementary principles and techniques are used and on related jobs where the required body of knowledge can be built up – this is assuming the “incumbent” starts with the education level specified in the Education factor.]

Three years' experience.

### **INDEPENDENCE OF ACTION**

[Reflects the amount of direction and control received from either personal supervision or standard practices and precedents – also considers ingenuity, creativity and original thought required in the job.]

Works under general guidance.

### **RESULTS OF ERRORS**

[Considers the extent of losses to the organization – such losses may result from mistakes occasioned by insufficiently considered decisions or judgements – only in lower level positions is consideration given to carelessness / results of errors is also used to evaluate responsibility for the safety of others.]

May require work of others to trace and make necessary corrections.

### CONTACTS

[Contacts refers to the relative importance to the organization of necessary personal relationships of the position holder to others / the contacts can be internal to the organization and external.]

Contacts of importance or frequent but of non-selling nature.

### CHARACTER OF SUPERVISION

[Considers the degree, kind and intricacies of supervisory responsibility – such responsibilities may involve direct functional direction as in “line” positions or advisory responsibilities as in “staff” relationships]

No supervision.

### SCOPE OF SUPERVISION

[Appraises the size of the direct line responsibilities measured in total number of persons supervised.]

No supervision..

### PHYSICAL DEMANDS

[Considers the degree and severity of exertion associated with the position.]

May require considerable visual attention and/or mental concentration.

### WORKING CONDITIONS

[Evaluates the disagreeableness of the job environment from the employee’s standpoint – it includes the degree of health hazard and any aspects of necessary travel occasioned by the job.]

Mostly inside but with some little exposure to dirt, oil, noise, weather. Limited travelling – no overnight trips. No injury exposure.

### THE FOREGOING IS AN ACCURATE DESCRIPTION OF THE POSITION

<b>Director of Corporate Services:</b>	
	<b>Dated:</b>
<b>Chief Administrative Officer’s Signature:</b>	
	<b>Dated:</b>